

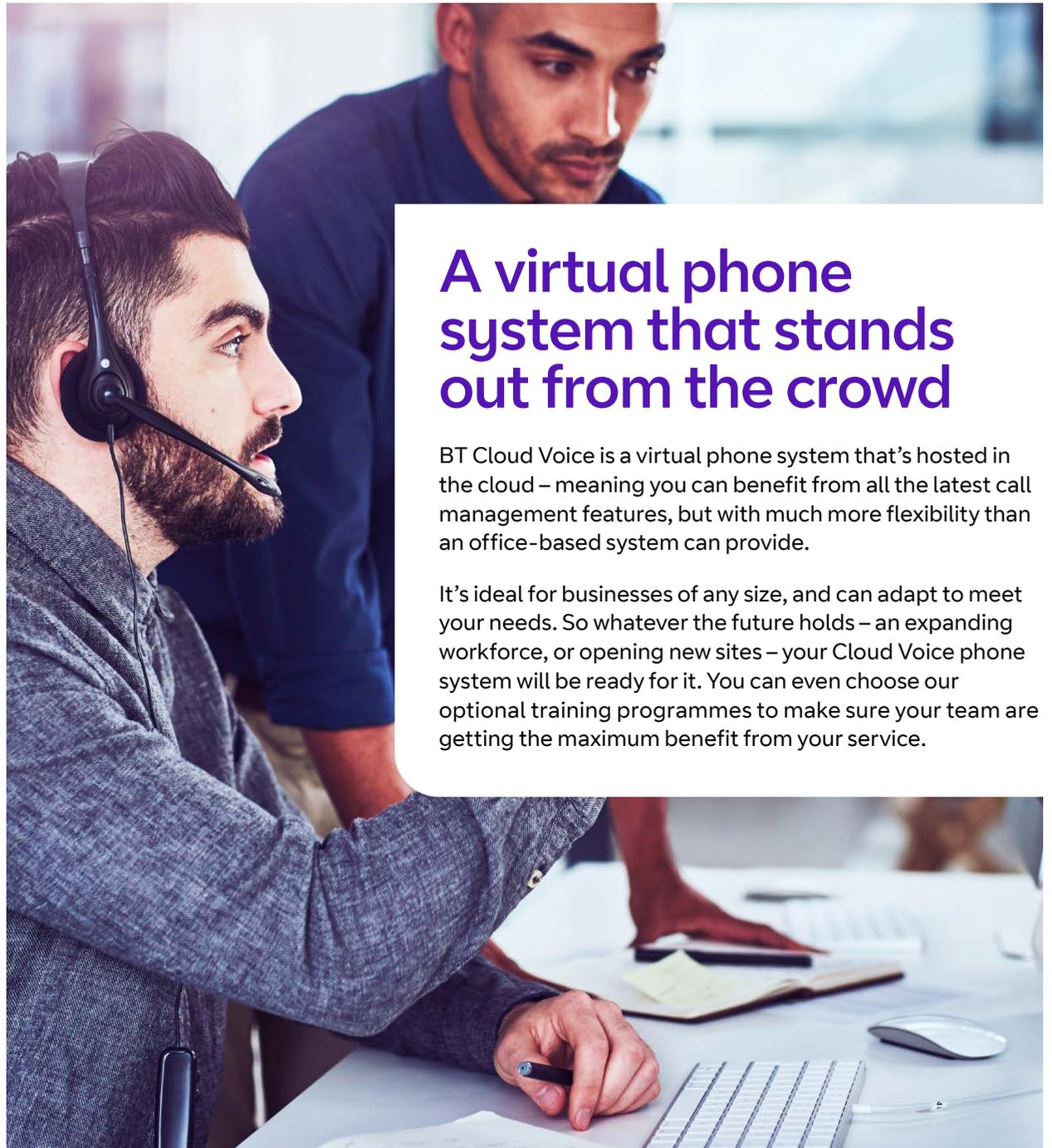


Pick the business-boosting phone system that fits you

BT Cloud Voice features and plans

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A virtual phone system that stands out from the crowd

BT Cloud Voice is a virtual phone system that's hosted in the cloud – meaning you can benefit from all the latest call management features, but with much more flexibility than an office-based system can provide.

It's ideal for businesses of any size, and can adapt to meet your needs. So whatever the future holds – an expanding workforce, or opening new sites – your Cloud Voice phone system will be ready for it. You can even choose our optional training programmes to make sure your team are getting the maximum benefit from your service.

There are a lot of things that make Cloud Voice great, but one of the best is its flexibility

We'll help you pick the features you need for everyone in your business. And there's a choice of call plans, so you'll never pay more than you need to.

We've made choosing the important parts of your Cloud Voice package as simple as possible, so we can build a solution that's perfect for you. So take a look at what's on offer – don't forget, we're always here to explain things, or give you advice on what's best for your business.



Pick your features

There are three feature packs to choose from, and they all do something a little different. The good news is you can choose different feature packs for different members of your team – so everyone gets exactly what they need.

Main call features	User feature pack		
	Basic – ideal if you simply need a general all-purpose phone, or for shared use such as in a reception area, behind a bar, or in a workshop or warehouse.	Connect – great if you're office-based but need a full range of call management features.	Collaborate – perfect if you work on the move, but still need all the features of a traditional phone system.
Online portal – set up user profiles and let individual users control their own call management features.	✓	✓	✓
Automatic Call Routing – calls are automatically sent to the correct person.	✓	✓	✓
Call forwarding – transfers to another phone if the person being called isn't free.	✓	✓	✓
Call transfer – transfer calls internally and externally – even to a mobile.	✓	✓	✓
Hunt group – lets multiple phones ring when a single number is called so calls are always answered.	✓	✓	✓
Three-way calling – let a third person join an existing conversation.	✓	✓	✓
Call director – keep your BT line ID even when calling from somewhere else.	✗	✓	✓
Voicemail – includes option to send voicemail to your email inbox.	✗	✓	✓
UC Business – includes the BT Communicator app for desktops and mobiles. You can see who's available to take a call, and stay in touch by phone, video calls and instant messaging.	✗	Optional	✓
UC Team – allows up to eight people to take part in an audio or web conference.	✗	✗	✓

Add some extras

So you're sure to be getting the service you need, there are a few extra features you can add to each individual feature pack, and a few that apply to your whole Cloud Voice setup.

User features	User feature pack		
	Basic – ideal if you simply need a general all-purpose phone, or for shared use such as in a reception area, behind a bar, or in a workshop or warehouse.	Connect – great if you're office-based but need a full range of call management features.	Collaborate – perfect if you work on the move, but still need all the features of a traditional phone system.
Receptionist console – give operators and receptionists more power to put calls into the right hands. See at-a-glance who's free to take a call and transfer it at the click of a mouse.	✗	Optional	Optional
Receptionist small business – a scaled-down version of Receptionist console for smaller businesses.	✗	Optional	Optional
Shared call appearance – show your number on up to five devices, and let other people take and make calls for you. A busy PA can look after the lines of several people at once.	✗	Optional	Optional
Busy lamp field – see if a colleague's line is free, engaged or if the phone is ringing before transferring a call.	✗	Optional	Optional
Hot desking (Host or Guest) – log into any phone on your system, and have your user profile and settings on that device, while you're using it.	✓*	Optional	Optional
CRM integrator – click to dial, screen pop, call history – identify a customer/caller on the first ring, and bring up their contact history automatically. This means you can greet the customer by name and focus on them, rather than waste time searching for their account details.	✗	Optional	Optional
CRM lite – a cut down version of CRM Integrator that works with Outlook, Lotus Notes, Google Contacts, and basic Skype for Business.	✗	Optional	Optional
Go TAPI – gives you an interface to a TAPI compliant application. It provides call information to the business application, and the application then provides the integration features.	✗	Optional	Optional
Call recording – record and store a particular call, or all calls, or activate in real-time. And easily manage your call archive through an online dashboard.	✗	Optional	Optional
Call analytics – gives you reporting and trend analysis on calls made, attempted, received and missed. Provides valuable insight into your business so you can optimise resources, make informed decisions and deliver an improved customer experience.	Optional	Optional	Optional
Fax messaging – receive a fax and email it to the message store.	✗	Optional	Optional

* Hot desking Host included

Extra site features

Whichever Cloud Voice package you've opted for, you can choose to add these site features to really get the most from your service.

Auto attendant

An automated receptionist for your business.

Choose to use standard system messages, or upload your own.

Call centre ACD

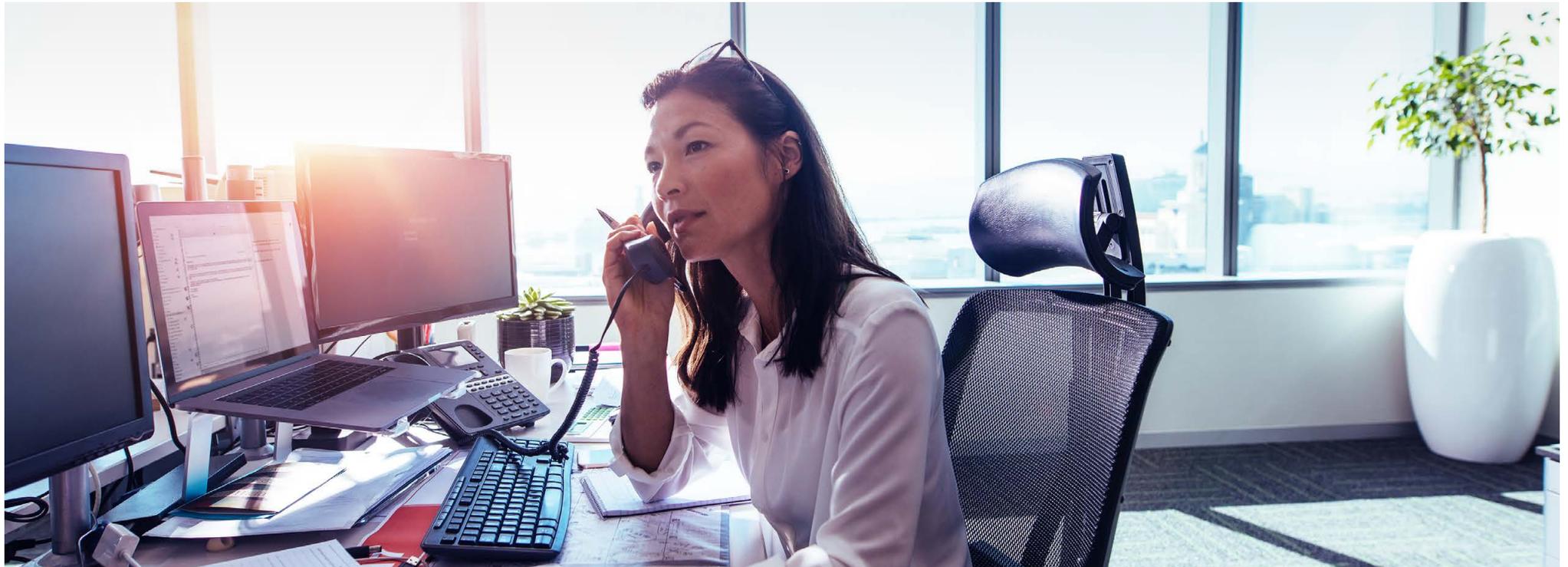
Distribute incoming calls to multiple users with call queues and play intermittent 'comfort' greetings to your callers. You can also log into and out of the queues, so your phone won't ring when you're busy. Agents don't even have to be located at a single site.

Call centre ACD Plus

An optional add-on to Call centre ACD which gives you even more enhanced call handling features.

Hunt groups Plus

Add extra call forwarding functions, giving even more flexibility to your hunt groups. You can set up the forwarding function from any location, as long as you're connected to the internet.



Decide on a call plan

Got your features sorted? Great. Now it's time to choose a call plan. Our UK plans come with the option to share a bundle of minutes or go unlimited. And if you need international calls as well, there's a range of sharer plans to choose from.

UK Call Sharer Plans (monthly minutes)

BT Cloud Voice UK Sharer Plan 500 minutes
BT Cloud Voice UK Sharer Plan 1,000 minutes
BT Cloud Voice UK Sharer Plan 2,500 minutes
BT Cloud Voice UK Sharer Plan 5,000 minutes
BT Cloud Voice UK Sharer Plan 10,000 minutes
BT Cloud Voice UK Sharer Plan 20,000 minutes
BT Cloud Voice UK Sharer Plan 40,000 minutes
BT Cloud Voice UK Sharer Plan 60,000 minutes
BT Cloud Voice UK Unlimited Plan

International Call Sharer Plans (monthly minutes)

BT Cloud Voice International Sharer Plan 100 minutes
BT Cloud Voice International Sharer Plan 200 minutes
BT Cloud Voice International Sharer Plan 500 minutes
BT Cloud Voice International Sharer Plan 1,000 minutes
BT Cloud Voice International Sharer Plan 2,000 minutes
BT Cloud Voice International Sharer Plan 5,000 minutes
BT Cloud Voice International Sharer Plan 10,000 minutes

For full details of call charges outside the package, go to bt.com/pricing. UK Inland calls are defined as 01, 02, 03, 05 (where charged at G21 rates) and calls to fixed destinations in the Republic of Ireland, UK Fixed to Mobile calls which covers all charge bands (currently FM1-FM17).

Choose your phones

We've got a wide range of Cloud Voice-compatible IP phones for you to choose from. They're powered by Power Over Ethernet ports, if your network has them, or via a separate power cable and plug, if it doesn't.

Don't forget

Ask about our fantastic range of accessories, including headsets you can plug into your handset or computer.

Polycom VVX 250 Gigabit IP Handset

Entry-level IP phone for general office use and anyone handling a low to moderate volume of calls. Dual-port 10/100/1000M Ethernet.



Polycom VVX 450 Gigabit IP Handset

A colour mid-range phone. Designed for SoHo, call centre, cubicle and office desk. Dual-port 10/100/1000M Ethernet.



Polycom VVX601 Gigabit IP handset

High end IP phone with 4.5" colour touch screen, loudspeaker and headset port. Dual-port Gigabit Ethernet.



Yealink T41S IP handset

A basic-level IP desk phone with 15 programmable keys, loudspeaker and ports for both a headset and PC. Dual-port 10/100M Ethernet.



Yealink T46S Gigabit IP handset

A mid-level IP desk phone with 4.5" colour screen, 27 programmable keys, loudspeaker and ports for both a headset and PC. Dual-port Gigabit Ethernet.



Yealink T48S Gigabit IP handset

A high-end IP desk phone with 7" colour touch screen display, 29 programmable keys, loudspeaker and ports for both a headset and PC. Dual-port Gigabit Ethernet.



Yealink W60 DECT Solution (W60B base station and W56H handset)

The Yealink W60 IP DECT solution is ideal for businesses that need employees at the end of a phone, even while they move around the premises. It comes with a large screen and enhanced talk time. The base station can be used with up to four handsets.



Yealink CP920 conference phone

This conference phone is great for businesses that have regular group calls with colleagues and clients working elsewhere.



Polycom IP 5000 conference phone

With a speaker range of approx 7ft this advanced IP conference phone is perfect for small conference rooms.



Polycom IP 6000 Soundstation conference phone

With a speaker range of approx 12ft this advanced IP conference phone is perfect for midsize conference rooms.

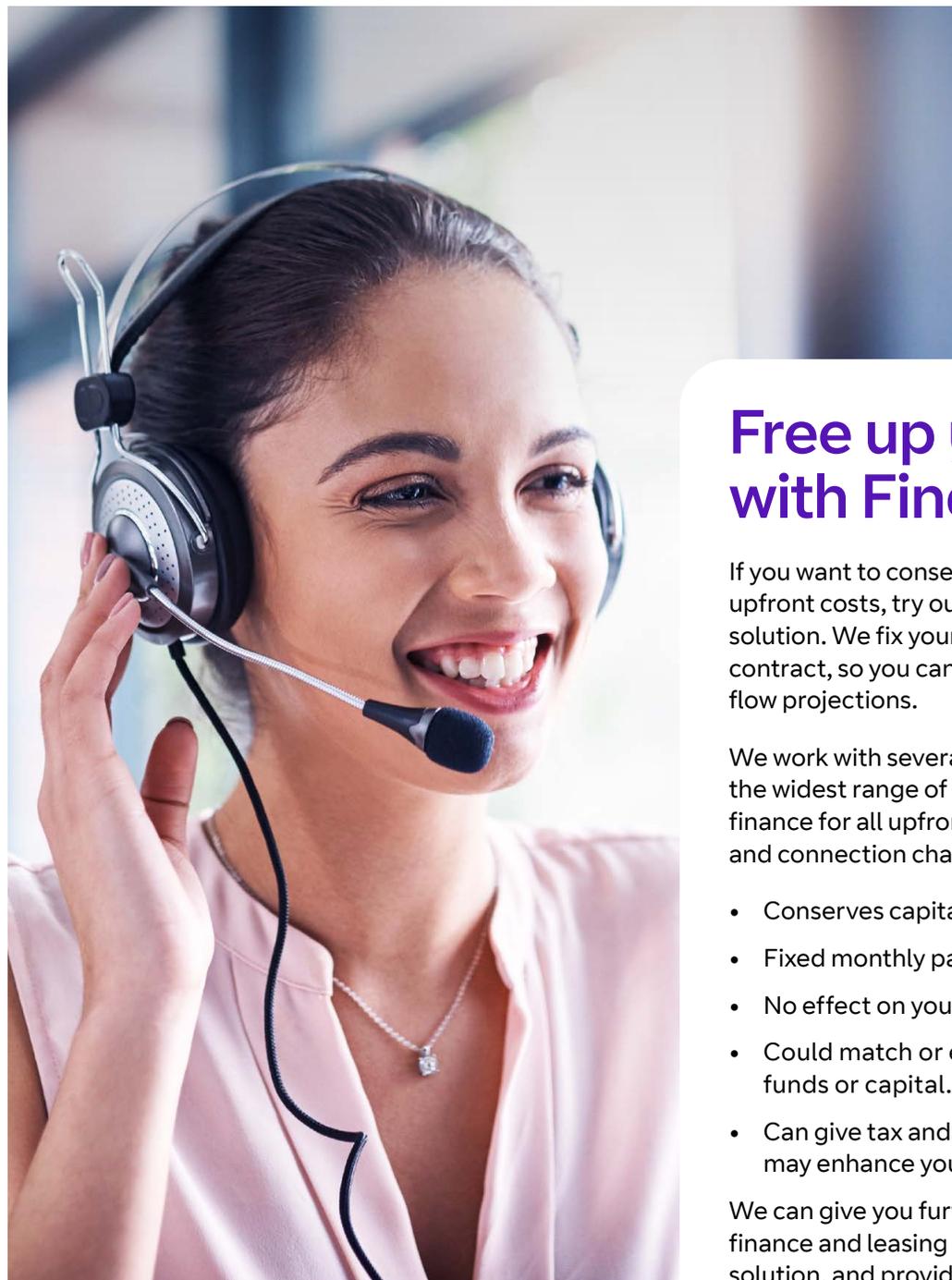


Get a number (or bring yours with you)

Already got a great number? No problem. If it begins with 01 or 02, you can bring it along with you. Or if you'd like something new, we can make that happen too. If looking local matters to your customers, you can even pick a different geographic number, so it'll look like you're just down the road.

To transfer existing numbers we carry out what's called a number port, which moves the numbers you're keeping onto your Cloud Voice service. We'll work with you to capture details of the numbers you want to move – our service hub agent will run through all the details with you, before putting in a request to move your numbers onto Cloud Voice.

On your go-live date, the service hub agent will check your phones are all up and running and then instigate your number port, most likely for the following day. The number port process can take up to four hours, but is typically done in just an hour. You may experience a short period of down time as the port takes place.



Free up your capital with Finance Leasing

If you want to conserve capital and eliminate the need for upfront costs, try our leasing option for your Cloud Voice solution. We fix your payments for the entire term of your contract, so you can make accurate budgeting and cash flow projections.

We work with several major funders in the UK to provide the widest range of options for every need. We can arrange finance for all upfront costs, typically including hardware and connection charges.

- Conserves capital.
- Fixed monthly payments.
- No effect on your existing lines of credit.
- Could match or even improve on internal costs of funds or capital.
- Can give tax and accounting advantages – leasing may enhance your financial ratios.

We can give you further information on our range of finance and leasing options as part of your Cloud Voice solution, and provide you with a tailored illustration.

Get up and running (and up to speed)

Cloud Voice is easy to set up, but if you need a little help, ask us about our set-up and installation services. If you're having a BT LAN, we'll install that of course – and we can also install your phones.

We'd also recommend our training packages to help turn you and your team into real Cloud Voice pros. The Training Platform gives you everything from self-service courses and video tutorials, through to instructor-led webcasts and one-to-one guru sessions. Or you can make it personal with on-site training – face-to-face lessons in your own office.

Training modules include:

What you'll learn

	Administrator	User	
Quick Start	✓	✓	An overview of the BT Cloud Voice platform's web based features and phones.
Site and User Admin	✓		The concepts of site and employee configuration and device assignment.
Auto Attendant and Call Group Admin	✓		Site features including Call Groups – Hunt Groups and Auto Attendants and how these features are set up.
Call Centre Admin	✓		Call Centre and how to set up its features.
Core Features and Voice Portals Admin	✓		Core site management features including Group calling, Line ID, holiday schedules, time schedules, music on-hold and Voice Portal, and how to set up these features.
Voice Applications Admin	✓	✓	Voice applications such as the Communicator (Android, Mac, iPhone and Windows), CRM Integrator and Receptionist Console, and how to activate, download and install these applications.
Mobility User Admin	✓		User mobility features such as Hot Desking Host/Guest, Call Director, Remote Office, Sequential Ring and Simultaneous Ring.
Default User Features		✓	Core user features available for all users and how they're set up and activated.
Advanced User Features		✓	More advanced features which are available for Connect and Collaborate user feature packs.
Call Handling and Phone Use	✓		Covers the handsets available on Cloud Voice, and common handling features such as Call Answer, Hold, Transfer, Pick up, Do Not Disturb and the use of shared and personal directories.
Call Recording	✓		The Call Recording web application and its features – such as viewing calls in progress, when and how calls are recorded, tagging and categorising calls for training and archiving recordings.
Call Analytics	✓	✓	For anyone with the Call Analytics package. There are three webinars covering Insight, Report and Report Premier.
Using Applications	✓	✓	How voice applications are configured and used, including Communicator and CRM Integrator.

Keep customers informed while they wait

If your phones are busy, why not make the most of your customers' time while they're holding? We can set you up with on-hold music or even messaging, so that waiting time is never wasted.

Liven up waiting time

No one likes being on hold, listening to the same predictable music over and over again. Our music service lets you buy regular, copyright-free updates, so you can keep things fresh and entertaining for your customers.

Get the message right

Use hold time to give your customers useful information. Our script writing and voice-over service lets you record professional messages and put them to music. Anything from your latest opening hours, to information on new products and services – the choice is yours.



LAN and cabling

You need to make sure that your Cloud Voice service connects to our network across your internal data network – any problems with your internal network could affect the quality of the voice service.

We can offer simple, cost effective LAN and cabling solutions as part of your Cloud Voice service. We have a range of LAN with 8, 24 or 48 ports with gigabit or non-gigabit options.

All of our LAN switches are set up to support Quality of Service, so you can be sure your phone calls will always take priority over anything else that runs on your network. They provide full Power over Ethernet on all ports, meaning that your IP handsets won't need a separate power supply.

We can also give you a quote for any cabling you might need.

The ideal connection for Cloud Voice

Here's why it's right for your business.

- When you get your leased line or fibre broadband and Cloud Voice service from us, we'll do the legwork to make sure everything works perfectly together. And you'll only have one supplier to work with.
- We'll make sure your calls get top priority over your internet traffic on our connections, so you'll always get great quality calls.
- Our network has ultra low latency, which is vital for making the most of voice applications like Cloud Voice. Better still, it's guaranteed by our Service Level Agreement (SLA).

BTnet leased line

With BTnet, you don't share your bandwidth with anyone else. So you get exceptional speeds, with ultra low latency, all backed up by our market leading 100% target availability SLA.

Superfast business fibre broadband

Our Superfast business fibre broadband gives you the extra speed to help your business succeed. It gives you download speeds up to 76Mbps, backed by our Business Smart Hub, 4G Assure, and 24/7 IT support.

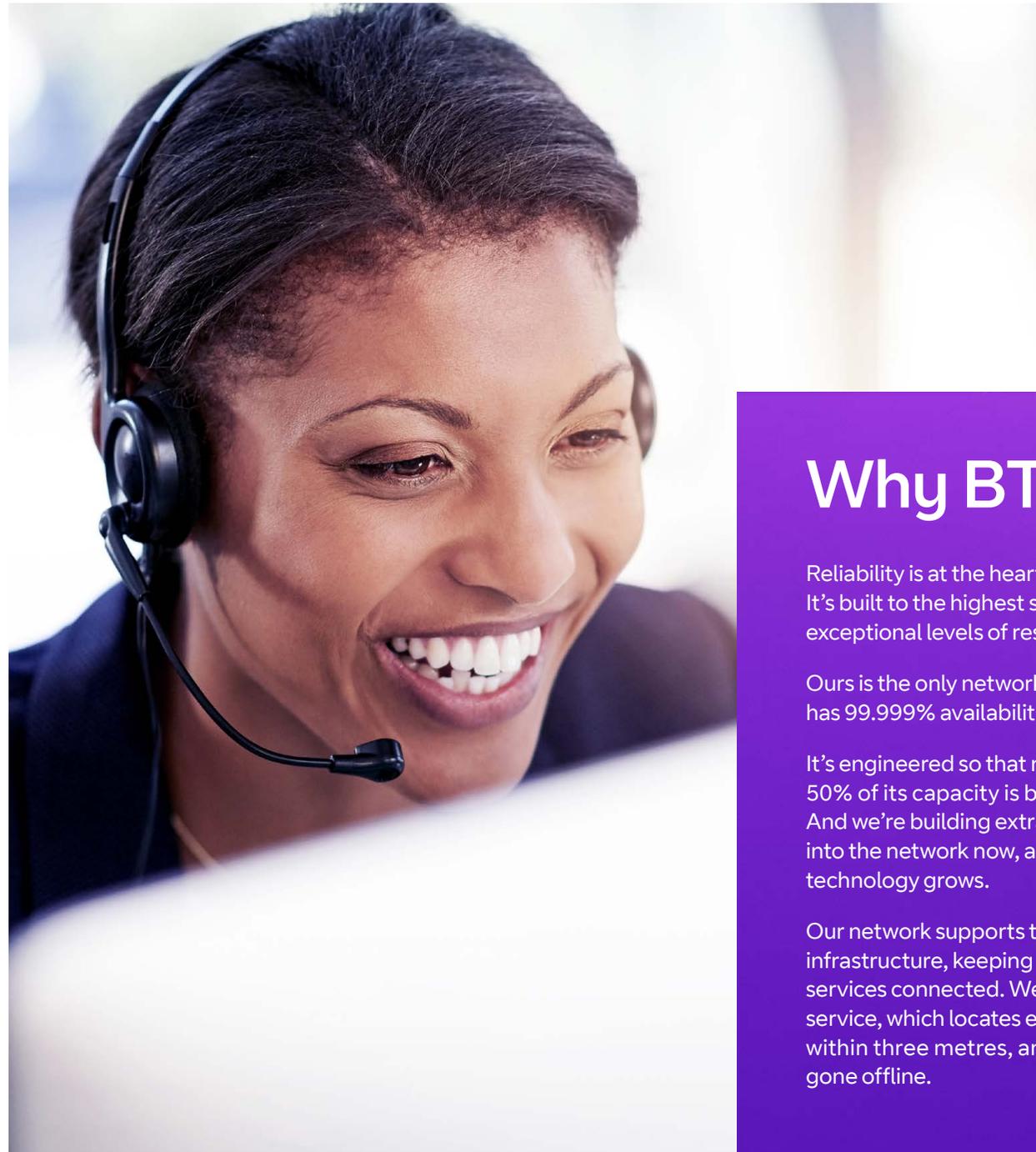
Remember, if you're not using a BT network to run Cloud Voice, you need to make sure you've enabled SIP and VoIP traffic on your access product, router and firewalls. You can find out how to do this by following guidance shown in our [Cloud Voice LAN and Firewall Guide](#). Your network access configuration must be in place before your Cloud Voice solution is connected. Should you use Cloud Voice over a non-BT business internet connection, you will be responsible for dealing with your access provider to resolve any access issues.



We'll look after you

We'll go out of our way to make sure you have everything you need – from the features you choose, to the service we give you. Once you've placed your order we'll contact you to tell you what to expect next. Then we'll call you back before your service goes live, to help you get the most from Cloud Voice.

You'll have access to online user guides, and a self-service portal that lets you control your call management features. Finally, through our helpdesk number you'll have full, ongoing access to our UK-based Service Hub experts.



Why BT?

Reliability is at the heart of our network. It's built to the highest standards, with exceptional levels of resilience.

Ours is the only network in the UK that has 99.999% availability.

It's engineered so that no more than 50% of its capacity is being used. And we're building extra capacity into the network now, as use of digital technology grows.

Our network supports the UK's critical infrastructure, keeping the emergency services connected. We run the 999 service, which locates every call to within three metres, and has never gone offline.

Minimum specifications

This information is provided for guidance only and doesn't replace the BT Cloud Voice terms and conditions.

BT Cloud Voice service

Each user will need their own BT Cloud Voice licence (User Feature Pack). To make calls, they'll need a BT Cloud Voice IP Device and/or the Desktop App and/or the Mobile App. To change settings, administrators and users will need to access the BT Cloud Voice Portal. For the individual requirements of each, please see below.

You'll also need:

- a compatible internet connection (examples include BT Business Broadband, BT Business Infinity or BTnet) with sufficient bandwidth to support your voice and data usage and service level requirements. We can check to make sure you've got this.
- a suitable Local Area Network infrastructure (with a minimum of CAT5e structured cabling).

For information on compatibility, and details of the equipment you'll need if you haven't got a BT internet connection, take a look at our terms and conditions in the IP Communications section at business.bt.com/terms/

If you actively manage your internet access firewall ports you may need to adjust your settings. See [CloudVoiceCustomer FirewallandLanGuide](#).

BT Cloud Voice portal

Supported Browsers

- Windows: IE11+, Firefox37+, Chrome41+, Safari8+
- Mac: Safari8+, Firefox37+, Chrome41+
- iOS: Safari8+, Chrome41+
- Android: Webkit (default), Chrome41+

Business Portal can be logged onto from the following devices:

- Desktop (Windows/MAC)
- Tablet
- Smartphone

BT Cloud Voice IP Devices

We've tested and configured all our IP devices to make sure they work perfectly with our BT Cloud Voice Service. So to make sure you experience the quality of calls you'd expect, only IP devices from the BT Cloud Voice portfolio can be used.

Please make sure the handset has access to power, through either an optional power supply or power over Ethernet.

BT Cloud Voice Desktop App

Hardware:

- Minimum of 1.5 GHz is recommended, dual core CPU is recommended for video calls at a minimum.
- Minimum: 4 GB RAM.
- Approx. 125 MB on OSX and 215 MB on Windows.
- Open Graphics Library (OpenGL) 1.5 or higher is recommended.
- Minimum: IP network connection (broadband, LAN, wireless)
Recommended: A 2.0 Mbps connection.
- Full-duplex, 16-bit or use USB headset.

OS:

- Windows 8/8.1
- Windows 10 (classical view only)
- MAC OS 10.11 El Capitan
- MAC OS 10.12 Sierra
- MAC OS 10.13 High Sierra
- MAC OS 10.14 Mojave
- MAC OS 10.15 Catalina

BT Cloud Voice Mobile App

- Android 5.0 or later
- For Android M you will need to turn on required App Permissions:
 - Contacts (view local contacts)
 - Phone (RingOut)
 - Microphone (VoIP call)
 - Storage (store fax/voicemail/documents/photo)
- iOS 11.0 or later

Minimum specifications

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BT Cloud Voice CRM Integrator

- 5 GHz Pentium-class processor is recommended.
- 2 GB Memory.
- 500MB free hard drive space.
- Supported Operating systems – Windows 7, Windows 8/8.1 Windows 10 (classic view only). Mac OS 10.9 Mavericks, Mac OS 10.10 Yosemite, Mac OS 10.11 El Capitan.
- Open Graphics Library (Open GL) 1.5 or higher is recommended.
- For Voice Calls a sound card, speakers and microphone or headset are required.
- Network adapter connected to a TCP/IP network.

BT Cloud Voice Reception Console

- 1.2 GHz or higher Pentium 3 or compatible CPU.
 - 512 megabytes (MB) of RAM recommended minimum; more memory generally.
 - improves performance.
 - 60 MB available hard disk space.
 - Video graphics card with minimum of 8 MB of RAM.
 - Super VGA monitor (15 inches or larger).
 - 800 x 600 screen resolution minimum.
- OS:
- Windows 2000 with SP4 (or higher), Windows XP, Windows Vista, Windows 7, or Citrix Presentation Server 3 or 4.
 - Sun Microsystems 32-bit Java Runtime Edition, Version 6 Update 23, or later.
 - Outlook 2000 SP3, 2002/XP SP2, 2003, and 2007 (required for Outlook contact directory).
 - Microsoft Excel (Optional).
 - Flash Player 9 Runtime (ActiveX Control).

Call Analytics

- Google Chrome: version 60.0 and above
 - Microsoft Edge: version 40.0 and above
 - Mozilla Firefox: version 52.0 and above
 - Opera: version 50 and above
 - Apple Safari: not supported*
 - Internet Explorer: version 11 (last version of IE)
- Release date for IE version is 29 July, 2015. After that no version is released and Microsoft used the Edge as default browser for their Operating Systems.
- *Apple no longer offers Safari updates for Windows. Safari 5.1.7 for Windows was the last version made for Windows, and it is now outdated.

Go-TAPI

- Minimum specification
- 1.8 GHz Pentium-class processor
 - SVGA display
 - 2 GB Memory
 - 1 GB free hard drive space
 - Network adapter connected to a TCP/IP network
 - Keyboard and mouse
- Supported Operating Systems
- Windows 8 and 10 (Desktop Mode)
 - Windows 7
 - 32 bit and 64 bit
- Note:
- Go TAPI supports TAPI 2.0 / 2.1 compliant business apps
 - TAPI 3 is not supported

Fax

- For E-mail to Fax/FaxOut:
- Active email account
- Faxing with a traditional fax machine:
- High speed Cable, DSL or Fibre Optic Internet service
 - BT Cloud Voice ATA, available from via the BT Cloud Voice Portal or your BT Sales Person.
 - Fax Machine

Notes:

The ability to make 999/112 emergency calls is dependent on the adequacy and resilience of the LAN and WAN networks. You might not be able to make 999 or 112 calls when there's a power or network failure or if using the service through an app on a mobile device.

Changes to your voice and data usage may result in changes being required to your network, including the need for additional bandwidth. You will be responsible for paying any charges associated with such changes. This information may change without prior notice from BT Cloud Voice.

The BT Cloud Voice contract is subject to a Minimum Period.

Terms and conditions apply. See bt.com/terms and bt.com/pricing

Find out more

bt.com/business/cloudvoice



Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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